

# Student Complaint Resolution

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FIT participates in federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate in the state in which they are located. Title 34 CFR § 600.9 requires states to have a “process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.” Title 34 CFR § 668.43(b) requires that institutions: “make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

To comply with this regulation, FIT provides the following information to our prospective and current students to help them identify potential misconduct and understand the proper channels for reporting it.

FIT makes every effort to resolve student complaints internally, using policies and procedures outlined in the online College Policy Library.

It is expected that students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible. Students may utilize FIT’s reporting system, STOPit, to report suspected violations of law or college policy, or can choose to report by following the specific procedures outlined in the policy that applies to the suspected violation. (STOPit is not intended to report real-time emergencies or threats. If you need to report an emergency, call the Office of Public Safety at 212-217-7777 or dial 911.)

For specific reporting procedures regarding:

## ACADEMIC AFFAIRS STUDENT CONCERNS

- Submit an Academic Affairs Student Concern form or email [academicaffairs@fitnyc.edu](mailto:academicaffairs@fitnyc.edu) ([academicaffairs@fitnyc.edu?subject=Academic%20Affairs%20-%20Student%20Concern](mailto:academicaffairs@fitnyc.edu?subject=Academic%20Affairs%20-%20Student%20Concern)).
- Academic Grade Appeal: Refer to the Grade Appeal policy.
- Academic Integrity Violations: Refer to the Academic Honor Code policy.
- Syllabi, Textbooks, and Required Course Materials: Refer to the Syllabi, Textbooks, and Required Course Materials policy.

## OTHER ACADEMIC COMPLAINTS

Refers to incidents of unprofessional behavior and other complaints that are not of an academic grade or integrity concern. Contact the department chair or academic dean for assistance.

- Code of Student Conduct Violation: Contact the Dean of Students and refer to the Code of Student Conduct policy.
- Americans with Disabilities Act: Refer to the Disability Accommodations and Support Services policy.
- Disability Accommodations for Service and Support Animals: Refer to the Disability Accommodations for Service and Support Animals policy.
- Discrimination or Sexual/Discriminatory Harassment: Refer to the Nondiscrimination and Anti-Harassment policy.
- Affirmative Action: Refer to the Nondiscrimination and Anti-Harassment policy.
- Title IX, Sexual Assault, Stalking, and Domestic/Intimate Partner Violence: Refer to the Sexual Misconduct Response policy.
- Chosen Name: Refer to the Chosen Name policy.
- Family Educational Rights and Privacy Act (FERPA): Refer to the FERPA policy.

- **Criminal Activity:** Complaints involving matters of a criminal nature, such as assault, battery, and theft should be directed to the Department of Public Safety at (212) 217-4999.
- **Other Complaints:** Refers to incident of unprofessional behavior and other complaints that are not covered by any other policies noted above. Contact the department director or the divisional vice president.

## **CORRECTIVE ACTION**

Resolution of student complaints may include the following corrective actions: actions for the benefit of the student; direct disciplinary action against any employee of the College; and/or a change in rules, policies, or practices related to the provision of academic services and education.

Each administrative area responsible for handling the complaint ensures that any corrective actions arising from complaints are implemented and, where appropriate, reasonable steps are taken to prevent a similar complaint reoccurring.

The complainant will be notified of any corrective action imposed that directly relates to the complainant.

## **EXTERNAL COMPLAINT OPTIONS**

In the unlikely event that an issue cannot be resolved by the College, students may file a complaint with outside agencies noted below. These agencies should be contacted only after the student has registered a complaint with the College and has not received a response to the request for resolution – see list below.

The Fashion Institute of Technology is a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA) and follows the complaint resolution policies and procedures outlined within the SARA Policy Manual and summarized here: Student Complaint Process. Consumer protection complaints resulting from distance education courses, activities, and operations may be submitted to the applicable Dean's Office for investigation and resolution. If a student is dissatisfied with the campus-based resolution, a

concern may be submitted to System Administration of the State University of New York as outlined here: Student Concerns. And, if still not satisfied, a complaint may be submitted, within two years of the incident about which the complaint is made, to the New York State Education Department as outlined here: Filing a Complaint About a College or University. Please note, this does not include complaints related to grades or student conduct violations, both of which are to be fully addressed via campus processes, not through the NC-SARA complaint resolution procedure.

Unresolved complaints may also be filed with the Middle States Commission on Higher Education, the College's regional accrediting agency, once all other avenues have been exhausted. The link above provides information on its complaint policies and procedures.

## **CONTACT INFORMATION FOR EXTERNAL AGENCIES**

### **New York State Division of Human Rights State Headquarters**

New York State Division of Human Rights  
Old Fordham Plaza, 4th floor  
Bronx, NY 10458  
Tel: (718) 741-8400  
Fax: (718) 741-3214

### **Manhattan**

New York State Division of Human Rights  
20 Exchange Place, 2nd floor  
New York, NY 10005  
Tel: (212) 480-2522  
Fax: (212) 480-0143

New York State Division of Human Rights  
Adam Clayton Powell State Office Building  
163 West 124th Street, 4th floor  
New York, NY 10027  
Tel: (212) 961-8650  
Fax: (212) 961-4425

### **Albany**

New York State Division of Human Rights  
Empire State Plaza  
Corning Tower, 28th floor  
Albany, NY 12220  
Tel: (518) 474-2705  
Fax: (518) 473-3422

**Long Island**

New York State Division of Human Rights  
175 Fulton Avenue, Suite 404  
Hempstead, NY 11550  
Tel: (516) 538-1360  
Fax: (516) 483-6589

New York State Division of Human Rights  
State Office Building  
250 Veterans Memorial Highway, room  
2B49  
Hauppauge, NY 11788  
Tel: (631) 952-6434  
Fax: (631) 952-4920

**Brooklyn**

New York State Division of Human Rights  
55 Hanson Place, room 304  
Brooklyn, NY 11217  
Tel: (718) 722-2856  
Fax: (718) 722-2869

**Office of Sexual Harassment**

New York State Division of Human Rights  
Office of Sexual Harassment  
55 Hanson Place, Suite 347  
Brooklyn, NY 11217  
Tel: (718) 722-2060 or (800) 427-2773  
Fax: (718) 722-4525

**Office of AIDS Discrimination**

New York State Division of Human Rights  
Office of AIDS Discrimination  
20 Exchange Place, 2nd floor  
New York, NY 10005  
Tel: (212) 480-2522  
Fax: (212) 480-0143

**United States Department of Labor****Office of Federal Contract****Compliance Programs**

201 Varick Street, room 750  
New York, NY 10014  
Tel: (212) 337-2006  
Fax: (212) 620-7705

**New York District Office**

26 Federal Plaza, room 36-116  
New York, NY 10278  
Tel: (212) 264-7742  
Fax: (212) 264-8166

**State Campus**

Building 12, room 500  
Albany, NY 12240  
Tel: (518) 457-2746

Fax: (518) 457-6908

**United States Equal Employment  
Opportunity Commission**

**EEOC National Headquarters**

1801 L Street, NW  
Washington D.C. 20507  
Tel: (202) 663-4900  
Fax: (202) 663-4912

**EEOC Field Office**

6 Fountain Plaza, Suite 350  
Buffalo, NY 14202  
Tel: (706) 551-4441  
Fax: (716) 551-4387

**Office of Civil Rights**

OCR National Headquarters  
U.S. Department of Education  
Office of Civil Rights  
Customer Service Team  
Mary E. Switzer Building  
330 C Street, SW  
Washington D.C. 20202  
Tel: (800) 421-3481  
Fax: (202) 205-9862

**Office for Civil Rights**

New York Office  
2 Old Slip, 26th floor  
New York, NY 10005  
Tel: (646) 428-3800  
Email: [OCR.NewYork@ed.gov](mailto:OCR.NewYork@ed.gov)  
([OCR.NewYork@ed.gov?subject=](mailto:OCR.NewYork@ed.gov?subject=))